iBook FAQ

More power. More memory. Even a new color. It could only be the next generation of iBook, the computer that set a new standard for notebooks. Now iBook gives you more choices than ever in a great-looking, great-performing design.

Design

Q. How much does iBook weigh?

A. iBook weighs 6.6 pounds.

Q. What are its dimensions?

A. iBook is 13.5 inches long, 11.6 inches wide, and an average of 1.8 inches deep. The depth ranges from 1.24 inches at the thinnest point to 2.06 inches at the thickest point.

Q. Why are there no latches or buttons to close iBook?

A. iBook uses a "latchless" design developed by Apple. This mechanism allows iBook to be opened and remain open, or be closed and remain closed, without the need for cumbersome latches or buttons that may break over time.

Q. Will iBook survive in a kid's backpack?

A. iBook was designed specifically with students in mind. The result is a combination of unique design features and materials. iBook has no doors or latches to open and break. There are no hot-swappable devices that can fall out, be lost, or get stolen. There are no sharp edges.

Also, the iBook has a unique rubber overmolding that is up to four times thicker in some areas than the plastics used in traditional notebook designs. iBook was designed with the thought that it might spend much of its life in a backpack.

Q. What input/output connectors does iBook have?

A. iBook includes one USB port, an RJ-45 Ethernet connector, an RJ-11 connector for the built-in modem, a 16-bit stereo output jack, and a power adapter jack.

Q. Does iBook have a PCMCIA slot?

A. iBook does not have PCMCIA expansion slots. It is a fully featured system that comes standard with 10/100BASE-T Ethernet capability and a 56K V.90 modem*—the two most common uses for PCMCIA slots in notebook computers. In addition, iBook has a dedicated internal expansion slot for an AirPort wireless communications card. And it has ample external expansion capability through the high-speed USB port, which lets you connect up to 127 USB devices simultaneously.

Q. Does iBook have a reset button?

A. Yes. The reset button is located directly above the power button on the keyboard. You can press the reset button by inserting the end of a paper clip into the small reset hole. iBook also has the equivalent of a reset button via a key sequence. To reset the hardware, press the Ctrl, Command, and Power keys simultaneously.

Q. Does iBook have a fan?

A. No. It does not have a built-in fan for cooling purposes. iBook does not create significant heat; thus a fan is not required for operation. The little heat that is generated dissipates quite readily.

Q. What are the metal contacts on the bottom of the system for?

A. The two circular metal contacts located next to each other on the bottom of the system near the center are charging contacts. These contacts allow a third-party developer to create a charging station that could charge several units simultaneously without the need to plug each unit into a wall socket, such as in schools.

Q. What happens if I accidentally touch the charging contacts?

A. Nothing will happen if a metal or other object happens to touch the contacts. The charging contacts were designed to withstand poking, prodding, and accidental contact, such as in a backpack, without any consequences to the battery, the system, or the customer.

Processor and Memory

Q. What processor is used in iBook, and how fast is it?

A. The iBook uses a 300-megahertz PowerPC G3 microprocessor. The iBook Special Edition uses a 366-megahertz PowerPC G3 microprocessor. All configurations come standard with 64 kilobytes of level 1 cache (32 kilobytes for the instruction cache and 32 kilobytes for the data cache) on the chip, and 512 kilobytes of backside level 2 cache.

Q. Is it possible to add more memory to iBook?

A. Yes. iBook models now come with 64 megabytes of SDRAM preinstalled on the logic board. There is one open expansion slot for additional memory.

Q. What is the maximum amount of memory that can be installed?

A. iBook supports up to 320 megabytes of SDRAM via a 256-megabyte SO-DIMM in the memory expansion slot in conjunction with the 64 megabytes of on-board SDRAM. iBook also accepts a 32-, 64-, or 128-megabyte SO-DIMM.

Q. Does iBook use special memory modules or standard SO-DIMMs?

A. iBook uses a standard 144-pin, 1.25-inch SDRAM SO-DIMM that is 66 megahertz or faster and supports up to a 1.35-inch SDRAM SO-DIMM.

Q. Do PowerBook computers use the same kind of memory?

A. No. The new PowerBook has two SO-DIMM slots. Both slots accept up to 2-inch, 144-pin SO-DIMMs that are PC100 compatible.

Q. How do I expand the memory?

A. iBook was designed so that you can easily add more memory. You access the memory slot by removing the iBook keyboard, the AirPort Card if you have one installed, and the RAM shield. Only ordinary tools such as slot-head and phillips-head screwdrivers are needed.

Video and Graphics

Q. What resolution can you get on the iBook screen?

A. The maximum resolution is 24-bit color—millions of colors—at 800 by 600 pixels. You can also scale down to view millions of colors at 640 by 480 pixels.

Q. What video controller is used in iBook?

A. iBook uses the ATI RAGE Mobility video controller for 2D and 3D graphics acceleration. The ATI RAGE Mobility comes standard with 4 megabytes of SDRAM video memory.

Q. Can the SDRAM video memory be expanded?

A. No. Because the video memory is embedded in the ATI RAGE Mobility chip, it cannot be expanded. However, 4 megabytes of SDRAM is ample memory for supporting millions of colors and running the most popular games.

Q. Can you connect an external display to iBook?

A. No. iBook does not support video output or mirroring to an external display. The computer's video architecture is designed to provide the best personal user experience. Thus, it uses the highest-quality 12.1-inch TFT screen for easy viewing and clarity. In addition, iBook has outstanding graphics. The ATI RAGE Mobility graphics controller provides at least two to three times the performance of comparable notebooks, and with 4 megabytes of SDRAM video memory, it has twice the video RAM of most competitive notebooks. For customers requiring video output on a portable computer, our professional line of notebook computers supports it. In addition, several third-party developers have announced and/or shipped USB-based video solutions.

Battery

Q. What battery technology is used in iBook, and what is the life between charges?

A. The battery is lithium-ion. The estimated battery life with maximum power conservation functions selected is up to 6 hours, depending on configuration and usage.

Q. How do I change the battery?

A. First, disconnect the AC power adapter if it is connected to the iBook, then select Shut Down from the Special pull-down menu. Turn the system over so you can see the battery door on the bottom. Using a coin, turn each retaining screw on the battery door 90 degrees. Open the door and change the battery.

Q. Can I change the battery while the system is asleep?

A. No. You cannot change the battery while the system is asleep without losing all of the data stored in RAM.

Q. What is the battery's watt-hour rating?

A. The lithium-ion battery is rated at 45 watt-hours minimum.

Q. Does the battery charge while iBook is asleep?

A. Yes, the battery charges while the system is asleep.

Q. How long does it take to charge the battery?

A. If the system is shut down or in sleep mode, it takes approximately 2 hours to recharge the battery. When the computer is running, the battery charges in about 4 hours.

Q. How can I tell whether the battery is charged?

A. If the AC adapter is plugged into the power connector, you can determine the charge status by simply glancing at the power connector port. If the area immediately surrounding the power connector is glowing green, the battery is fully charged. If the area is glowing amber, the battery is in the process of charging. (The power connector glows only if external power is supplied to iBook. The ring does not glow when iBook is using internal battery power.)

You can also look at the Control Strip battery module or the battery symbol in the upper right corner of the Finder menu bar to find out the battery's status.

Q. How do I wake iBook when it is asleep?

A. If the system is asleep when the lid is open, press any key to wake it. If the system is asleep and the lid is closed, just open the lid. Once the display lid is raised, the system will automatically wake from sleep. This feature can be disabled in the control panel if desired.

Q. Why does the area around the AC connector glow green or amber when the power adapter is plugged in?

A. The green glow surrounding the power connector indicates that the battery is fully charged. The amber glow surrounding the power connector indicates that the battery is in the process of charging.

Setting Up and Using the Internet

Q. Is it easy to get on the Internet using my iBook?

A. Yes. When you use your new iBook for the first time, a feature called Setup Assistant launches automatically and walks you through a series of quick and easy steps to establish your Internet connection in just minutes. The Setup Assistant gets you onto the Internet more easily than ever before and even helps you electronically register your new iBook with Apple.

Q. What will the Setup Assistant show me how to do?

A. The Setup Assistant includes three active tutorials that teach new Internet users the basics of getting connected, using the web, and sending and receiving email. It also includes self-running demonstrations that show you what to expect during your first time online.

Q. Why does the Setup Assistant ask for credit card information?

A. If you don't already have an Internet account, the Setup Assistant will establish one for you. You must have an Internet account to go online, and ISPs require a credit card to set up an account. To help you get started, Apple gives you 30 days of free Internet service (in the United States and Canada only).

Q. Is my registration and credit card information secure?

A. Yes. Your information is transferred securely to an Apple server. The Setup Assistant uses SSL encryption, one of the securest forms of electronic transactions, to keep your information confidential and private. Apple does not release your registration information to any third parties without your permission.

Q. What can I find on Apple's website, www.apple.com?

A. Apple's website offers a treasure trove of information, including the latest Apple news and product information, support information, software updates, the Apple Store, and a whole suite of Internet services primarily for Mac users. The Apple website also includes special sections for creative professionals, educators, and software developers.

Q. What special Internet services does Apple provide on www.apple.com?

A. Apple offers a suite of Internet-based services on www.apple.com that make the web safer, simpler, more productive, and more fun. These services include the following.

- iReview: An online guide to the most noteworthy content on the Internet, with an emphasis on sites of interest to the Mac community.
- iCards: Premium-quality electronic greeting cards that display in the recipient's email box.
- iTools: A group of membership-based Internet services including Email, iDisk, HomePage, and KidSafe.

— Email: An exclusive email address—membername@mac.com—with custom features such as message forwarding and the ability to respond automatically when the user is away.
— iDisk: 20 megabytes of free storage space on Apple's Internet servers. iTools members can use iDisk to store documents, pictures, movies, and website files.
— HomePage: In conjunction with iDisk, HomePage lets iTools members easily construct and publish a professional-looking website, requiring no expertise in web design or coding.
— KidSafe: Powerful software for parental control over Internet content, to keep kids web surfing in the safest-possible waters.

Q. How do I become an iTools member?

A. Anyone with a Macintosh computer and Mac OS 9 can be an iTools member. Simply go to www.apple.com and click the iTools tab at the top of the page. This takes you to a registration form. There is no charge for iTools. After you register, you can start using iTools immediately.

Q. Do I have to be an iTools member to use iReview or iCards?

A. No. These services are available to anyone who visits the Apple website. However, if you're an iTools member, you can take advantage of several extra features in iReview and iCards not available to nonmembers.

Wireless Communications

Q. Can I add wireless communications capability to iBook?

A. Yes. Simply include the AirPort Card as a build-to-order option when you purchase iBook through the Apple Store. Alternatively, you can purchase an AirPort Card through an authorized Apple reseller and install it yourself.

Q. What is AirPort?

A. AirPort is wireless local area network (LAN) technology that offers a simple, affordable way to bring the Internet to every room in your home or every desk in a classroom—without cables, additional phone lines, or complicated networking hardware. AirPort uses radio frequencies for communication. Unlike infrared signals, which require an unobstructed line of sight between the computer and the base station, radio frequencies can pass through solid objects such as walls. AirPort enables multiple computer users to surf different websites simultaneously and access email through a single Internet service account. Users of AirPort-enabled computers can also exchange files without using floppy disks or other media. AirPort runs at up to 11 megabits per second—up to 10 times faster than other home networking products. With speeds equivalent to those of an Ethernet network, AirPort supports simultaneous Internet browsing, file sharing, and multiplayer gaming by many computers.

Q. What is required to set up a wireless network using AirPort?

A. Apple has made it remarkably easy for anyone to set up AirPort. You need just three things:

- An AirPort-enabled computer
- An AirPort Card
- An AirPort Base Station or an AirPort-enabled computer serving as an AirPort Software Base Station

You can install the AirPort Card yourself and have it operating in minutes. Following the instructions that come with the card, simply plug it into the appropriate slot in your computer and run the installation software. The Setup Assistant walks you through the process in simple terms and automatically configures your computer for you. You may feel more comfortable having an authorized Apple service provider install the card for you.

Q. What is the AirPort Base Station?

A. This unit is similar to the base station of a cordless telephone. It connects to the phone line in your home. The AirPort Base Station enables different family members to share a single modem connection so that they can simultaneously access different Internet sites—all without wires. The base station also has an Ethernet connection in case you have a cable modem or DSL line in your home. Whenever you open your browser, the base station dials your ISP and goes to the website you've requested. It automatically hangs up soon after you're finished.

Q. What is the AirPort Software Base Station?

A. This special software allows you to use a second AirPort-enabled computer as a wireless base station to connect to the Internet instead of using an AirPort Base Station. The software works similarly to the AirPort Base Station, except that it uses the computer's modem as its Internet connection.

Q. Can I transfer files between computers equipped with AirPort if there is not an AirPort Base Station?

A. Yes. You can transfer files or play multiplayer games directly between AirPort-enabled computers. Simply use the AirPort Control Strip module on both computers to switch from using the AirPort Base Station to using direct computer-to-computer communications. Depending on their surroundings, the computers will be able to communicate within about 150 feet of each other.

Q. How far from the base station does AirPort work?

A. AirPort typically has a transmission radius of about 150 feet—even through walls. So you can use AirPort-enabled iBook systems in every corner of your house or across several classrooms.

Q. Can I use more than one computer with AirPort in my house?

A. Yes. You can share Internet access, exchange files, and play games among all the AirPort-enabled computers in your home. This includes iBook systems, as well as AirPort-enabled iMac, Power Mac G4, and PowerBook computers. The computers can communicate directly with each other or connect to the Internet from any room in the house.

Q. What effect does AirPort have on the iBook battery life?

A. Because AirPort requires battery power, it draws some power. However, because the computer itself draws much more power than AirPort does, there is minimal impact during normal use. If you want to maximize battery life, you can turn off power to the AirPort Card (through its Control Strip module) when you aren't using it.

Q. Can I share a printer among computers on an AirPort network?

A. Currently, Apple offers the same printer-sharing capabilities for wired and wireless connections. In the classroom, IP printers can be shared on the AirPort network just as they are on your Ethernet network. In the home, many USB printers cannot be shared among Macintosh systems. However, because AirPort allows files to be easily exchanged between computers, you can simply transfer your file to the computer that's connected to the printer.

Q. If I use iBook with AirPort at school, can I also use AirPort at home?

A. Yes. If you purchase an AirPort Base Station for your home (or set up an AirPort Software Base Station), you can use AirPort there, too. The AirPort Control Strip module allows you to quickly change between your home and school networks.

Q. How much does it cost to add wireless capability to my iBook?

A. The AirPort Card has a suggested retail price of $99, whether you order it as part of your initial iBook configuration or buy it separately later. The AirPort Base Station has a suggested retail price of $299. AirPort Software Base Station software comes free with the AirPort Card. Both the AirPort Card and the AirPort Base Station can be purchased from an authorized Apple reseller or through the online Apple Store.

Communications

Q. Is Ethernet built onto the logic board?

A. 10/100BASE-T Ethernet is built onto every iBook logic board as a standard feature.

Q. Is the modem built in or optional?

A. The 56K V.90 modem is located on a daughter card and is a standard feature in every iBook system.*

Q. How fast is the modem?

A. The modem is compatible with the V.90 and K56flex standards and connects to equivalent devices at rates of up to 56 kilobits per second.*

Q. Does fax software come with the modem?

A. Yes. Apple includes FAXstf with all iBook systems. This software allows you to use your iBook to send and receive faxes.

Q. Does the modem work internationally?

A. Yes. When you travel with your iBook and use the proper telephone cables and connectors, you can use your iBook modem around the world.

Q. Does iBook support IrDA (infrared communications) capability?

A. No. iBook does not support IrDA capability.

Keyboard

Q. Does the iBook trackpad support "tap, double-tap" functionality?

A. Yes. This functionality can be activated through the Trackpad control panel.

Q. What functions can the programmable function keys perform?

A. The programmable function keys were created to help simplify common, everyday tasks performed on the computer. You can use these keys to launch a browser, an email application, or any other frequently used application or server by pressing a single key. You can even program a function key to execute an entire AppleScript script.

Q. How do I set the programmable function keys?

A. Setting up the programmable function keys is easy. Simply open the Keyboard control panel under the Apple menu. Or, if the keys have not been programmed yet, simply pressing one of them brings up a dialog box that leads you to the Keyboard control panel.

Q. Which keys are programmable?

A. Apple has preprogrammed F1 through F6 with common control functions such as screen brightness, speaker volume, and so on. F7 through F12 can be programmed for your personal programming choices.

Q. How can I remember what I've set my function keys to do?

A. To help you identify what the function keys were programmed to do, Apple includes with iBook a variety of durable stickers with preselected icons. Once the keys are programmed, you can select the stickers that will best remind you of the assigned functions.

Q. Can I make the original F1–F12 functions primary again?

A. Yes. The function keys can be easily reset to have primary functionality. Simply open the Keyboard control panel and select Options. Then check the box that says "Use F1 through F12 as Function keys."

Q. Can I secure the keyboard so that retracting the two latches will not allow easy access to computer memory and the AirPort Card?

A. Yes. An optional keyboard locking mechanism provides additional security for iBook. To activate the keyboard lock, locate the Num Lock LED key between the F4 and F5 keys on the keyboard. The round LED light in the middle of the Num Lock LED key is actually a small translucent retaining screw. Turning the screw allows you to secure the keyboard.

Software

Q. What applications and games are bundled with iBook?

A. iBook comes with the Mac OS, AppleWorks, Palm Desktop, FAXstf, World Book Encyclopedia, Bugdom, Nanosaur, Netscape Communicator, Microsoft Internet Explorer, Microsoft Outlook Express, and Adobe Acrobat Reader software.** In addition, iBook comes with 30 days of free Internet service.†

Sound

Q. Does iBook have a built-in microphone?

A. No. However, you can easily connect an external USB microphone to provide sound input.

Q. Can I add external speakers to iBook?

A. Yes. External speakers can be connected to iBook via the stereo sound output jack.

CD-ROM Drive and Multimedia

Q. How fast is the CD-ROM drive?

A. The CD-ROM drive plays CDs at up to 24x speed.

Q. Is the CD-ROM drive removable?

A. No. The CD-ROM drive was built into the system so that Apple could offer a lower-priced, fully featured notebook computer. In addition, a built-in CD-ROM drive helps prevent theft of the drive and makes the computer more durable when you carry it in a backpack. The drive can be removed for servicing by an Apple-certified technician.

Q. Can I play DVD movies on my iBook?

A. iBook does not currently support the playback of DVD movies. However, the PowerBook computer offers a DVD drive if you need that capability.

Q. Is there a DVD upgrade for iBook?

A. No. There is currently no DVD upgrade.

Q. Does my iBook support FireWire?

A. No. The iBook does not support FireWire.

Q. Can I use iMovie on my iBook?

A. No. iMovie was designed to work with digital video cameras and camcorders and requires the ability to bring video into the system via FireWire. iBook doesn't support video input or FireWire.

Pricing and Configurations

Q. What configurations of iBook are available?

A. The iBook is available in one configuration and two colors, Tangerine and Blueberry. It includes a 300-megahertz PowerPC G3 processor, 512K of backside level 2 cache, 64 megabytes of SDRAM, 4 megabytes of video memory, a 6-gigabyte hard disk drive, a 24x-speed (maximum) CD-ROM drive, 10/100BASE-T Ethernet, a 56K V.90 modem, and a 12.1-inch SVGA TFT color display.

The iBook Special Edition in Graphite is available in one configuration: a 366-megahertz PowerPC G3 processor, 512K of backside level 2 cache, 64 megabytes of SDRAM, 4 megabytes of video memory, a 6-gigabyte hard disk drive, a 24x-speed (maximum) CD-ROM drive, 10/100BASE-T Ethernet, a 56K V.90 modem, and a 12.1-inch SVGA TFT color display.

When purchased through the Apple Store, all iBook models can be customized with additional SDRAM and/or an AirPort Card for wireless Internet access.

Q. Can I get a 366-megahertz processor in a Tangerine or Blueberry iBook?

A. No. The Tangerine and Blueberry models are available only with a 300-megahertz processor. Customers who want even higher performance can purchase the iBook Special Edition.

Q. What is the price of iBook?

A. The suggested retail price is $1,599 for the iBook and $1,799 for the iBook Special Edition (tax and shipping not included). Education customer pricing is available separately.

Build-to-Order Systems

Q. Is iBook available through the Apple Store?

A. Yes. Build-to-order options include additional SDRAM (64 megabytes) and an AirPort Card.

Q. Why doesn't Apple offer 128- or 256-megabyte SO-DIMM expansion modules through the Apple Store?

A. Apple offers SDRAM expansion options designed to meet the needs of most iBook customers. Customers who require more than 128 megabytes of SDRAM can purchase a 128-megabyte or 256-megabyte SO-DIMM from other companies. The Macintosh Products Guide at www.apple.com/guide contains information on third-party RAM.

Other Information

Q. What cables come with iBook?

A. iBook comes with an AC power cord and a standard RJ-11 telephone/modem cable.

Q. How do I transfer files between my iBook and another computer?

A. There are several easy ways to transfer files between your new iBook and another computer. The two computers can exchange files over Ethernet, either on a network or directly using an Ethernet crossover cable. They can use the Internet. Or they can use an external USB mass-storage device, such as an Iomega Zip drive.

*Actual modem speed lower; speed depends on connection rate and other factors.

**Most applications are preinstalled. Some applications require the use of an included CD-ROM. Product contains electronic documentation. Backup software is provided on CD-ROM.

†Internet access requires an Internet service account.

For More Information

For more information about iBook, visit www.apple.com/ibook.

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